

Appendix B: Performance Standards for the 2004-2005 W-2 and Related Programs Contract

Performance Standards for the 2004-2005 W-2 and Related Programs Contract

The Performance Standards have been established to measure appropriate and quality services being provided to W-2 and FSET participants. Performance Standards are organized by required criteria, bonus criteria, and criteria used for information only.

This chart shows the required Performance Standards for:

1. Base Contract Compliance and Right of First Selection (RFS) for the next W-2 Contract (Contract Period 2006-2007) (Notes: 1. RFS status under this provision may be revoked if the W-2 agency fails to comply with contract requirements and 2. RFS will be revoked if the W-2 contract is terminated.);
2. Bonus Criteria; and
3. For Information Only.

Information will be measured for the period of January 1, 2004 through December 31, 2005. (RFS will be measured for the period January 1, 2004 through December 31, 2004) Performance Standards are measured Contract-to-Date or Point-in-Time. Those designated as Contract-to-Date are cumulative beginning January 1, 2004 through the last working day of the report month. Those designated as Point-in-Time are measured on the last working day of each calendar month and an average for all months will be calculated to determine if the criteria have been met.

An Information Map for the Performance Standards will be created and distributed and updated on an ongoing basis that will involve more detail regarding how the standards are measured and which reports will be available for agency monitoring.

Questions and Answers (Q&A's) will be distributed as needed throughout the contract period and six (6) months prior to the contract start date to address questions that have been asked by local agencies. The Q&A's are an official Department communication and will be viewed as the Departments clarification to questions in the Information Map.

One Case Credit

In order to recognize that in agencies, especially those with small caseloads, one case can make a significant difference in the calculation of the Performance Standards benchmarks, a One Case Credit is established. The One Case Credit will be reflected in the numerator.

A One Case Credit will apply when:

- a) The Department makes the final determination of whether a W-2 agency meets a benchmark level for a Performance Standard criteria;
- b) The W-2 agency does not meet a Benchmark for one or more of the following criteria: Entered Employment Placement Rate; Basic Education Activities; Attainment of Degree or Certificate; Literacy and Numeracy Gains; Customer Satisfaction Survey; Timely and Complete Processing of 24 and 60-Month Extension Requests; Assessment for Appropriate W-2 Placement;
- c) At least one of the W-2 agency's cases does not meet one of more of the benchmarks for the criteria in b) above; and
- d) The one case credit will not be applicable to the Performance Bonus Levels.

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Zero Case Credit

The Department will apply a special Zero Case Credit to any W-2 agency with no cases for a Performance Standard (if there are any W-2 agencies with zero cases at the time of the Department's Performance Standards calculations). The Zero Case Credit will result in any W-2 agency with no cases meeting the Base Contract Compliance Benchmark and RFS Benchmark, but not meeting the Performance Bonus Benchmark. In order to be eligible for a Performance Bonus, the W-2 agency must have at least one case for the Performance Standard.

Worker Error Adjustment

The Worker Error Adjustment process outlined in the Bureau of Workforce Programs Operations Memo 00-72, which was developed to address unusual or non-recurring events, will remain in effect for the 2004-2005 Contract Period. To request consideration, a W-2 agency must submit a written request in accordance with the Department's Policies and Procedures. Adjustments will be reflected in the numerator.

Risk Protection Adjustment

A W-2 agency that is not a tribal agency may ask the Department to lower its Entered Employment RFS benchmark by applying a Risk Protection Adjustment designed to take account of an exceptionally high local unemployment rate. The agency must request this Risk Protection Adjustment before January 31, 2005.

The Department will calculate and apply this adjustment as follows:

- 1) The Department will establish a baseline for each county based on that county's average weekly continuous Unemployment Insurance (UI) benefits claims for calendar years 1997 through 1999.
- 2) A county's continuous UI claims level for subsequent periods will be "indexed" in relationship to that baseline. That is, the baseline will be defined as 1.00 and subsequent years will be calculated as a multiple of that 1.00 baseline. *For example, unemployment levels 25% greater higher than the 1997-1999 average would have an indexed value of 1.25, while unemployment levels 10% lower than the 1997-1999 average would have an indexed value of 0.9.*
- 3) Any county for which the indexed weekly continuous UI claims for calendar year 2004 average out to greater than 1.5 will be eligible for the Risk Protection Adjustment.
- 4) For each tenth of a point by which the indexed average weekly continuous unemployment claims for that county for calendar year 2004 exceeds 1.5, the Entered Employment performance standard benchmark will be lowered by one percent. *For example, if a county's indexed 2004 unemployment claims were to equal 2.5, the Entered Employment rate required to earn RFS would be lowered by 10% of 35% (or 3.5%), to 31.5%.*

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Performance Standards – Required Criteria
Base Contract Compliance and RFS for the Next Contract

Performance Expectation	Indicator	Definition	Base Contract Compliance and RFS for the next W-2 Contract Benchmarks
Meet Priority Outcomes for Participants	Entered Employment Placement Rate (Contract-to-Date)	For W-2 and FSET Participants: The percentage of the total participants served by the agency for whom an Entered Employment placement meeting the relevant criteria is reported, as follows: <ul style="list-style-type: none"> For the Base Contract Compliance and RFS for future contract measures, all full and part time jobs expected to last 30 days or more, as reported for participants in FSET and W-2 participants in subsidized employment (W-2 T, CSJ, and Trial Jobs) and case management positions. 	35% Applies to both full and part-time jobs.
	Basic Education Activities (BEA) (Point-in-Time)	For W-2 Participants only: The percentage of adults in W-2 subsidized employment positions (excluding CMC placements) who are not designated as high school graduates on CARES (ANSE screen), are assigned to appropriate educational and training activities which include GED (GE), HSED (HE), adult basic education (BE), literacy skills (LS), English as a Second Language (EL), regular high school (RS), and job skills training (JS).	66%
	Literacy and Numeracy Gains	For W-2 Participants only: The percentage of participants who are: <ol style="list-style-type: none"> enrolled in Basic Education, Literacy Skills, or English as a Second Language, and who record a sustained, measurable increase in literacy or numeracy skills during the contract period. Gains must be measured by acceptable testing tools, applying the same test at both the starting point and the ending point. Allowable activities include Basic Education (BE), Literacy Skills (LS), and English as a Second Language (EL)	45%
	Attainment of Degree or Certificate (Contract-to-Date)	For W-2 Participants Only: The percentage of W-2 participants who enter and complete an educational activity, job skills training, or technical college activity. A participant is counted once during the two-year contract period, regardless of the number of times the participant entered and completed any one or more of the following activities: GED (GE), HSED (HE), regular high school (RS), job skills training (JS), and Technical College (TC).	45%

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Performance Expectation	Indicator	Definition	Base Contract Compliance and RFS for the next W-2 Contract Benchmarks
	Customer Satisfaction Survey	<p>For W-2 and FSET Participants:</p> <p>Customer Satisfaction refers to the delivery of services by the W-2 agencies with the aim of satisfying its customers.</p> <p>Each agency must achieve an average score on each item as indicated or greater on a 10-point scale on each of the following items:</p> <ol style="list-style-type: none"> 1. Your W-2/FSET worker clearly explained what programs and services were available to you and your family and what you had to do to get services under the W-2/FSET program. 2. Staff returned phone calls within 2 business days. 3. Staff set up meeting times that fit into my work schedule. 4. Overall, considering all these things, you are satisfied with the service you received from the ENTIRE W-2/FSET staff in the past two months. 	<p>The score should be at or greater than:</p> <p>Question 1 – 7.4 Question 2 – 7.0 Question 3 – 7.3 Question 4 – 7.4</p>
	Assessment for Appropriate W-2 Placement (Point-in-Time)	<p>For W-2 Participants Only:</p> <p>The percentage of W-2 participants who, when placed in unsubsidized or subsidized employment placements, receive assessment services as described below:</p> <ol style="list-style-type: none"> a. For participants who are placed in a W-2 placement (either initially or as movement from one placement to another) the percentage for whom an informal assessment is completed and documented in CARES within 30 calendar days from the date of placement (Includes all W-2 positions paid or unpaid with the exception of CMC) b. For participants who are placed in W-2 Transition (W2T) for whom a formal assessment is initiated and documented in CARES within thirty (30) calendar days of placement into W2T. This formal assessment must be by a medical or mental health/AODA health professional, Division of Vocational Rehabilitation (DVR) counselor or similar qualified assessing agency or business <p>Note: Both a. and b. must be met.</p>	<ol style="list-style-type: none"> a. At least 80% b. At least 80%
	Timely and complete processing of 24 and 60-month extension requests (Contract-to-Date)	<p>For W-2 Participants Only:</p> <p>The percentage of extension information entries, including extension denials by the W-2 Agency or DWD as well as extension approvals, that are entered into CARES in a timely manner. Timely CARES documentation is described in policy and includes proper notification to the participant of extension decisions.</p>	At least 95%

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Performance Expectation	Indicator	Definition	Base Contract Compliance and RFS for the next W-2 Contract Benchmarks
	Contract Performance	<p>Agencies must meet the following for the entire Contract Period – If at any time the agency fails to meet this standard within the 2 year Contract Period the RFS may be revoked.</p> <p>Agencies must meet Contract Compliance. This means an agency has implemented the W-2 and Related Programs under the 2004-2005 W-2 and Related Programs Contract and is not and has not been made subject by the Department to a Corrective Action Plan for substantial non-compliance as determined by the Department. RFS may be revoked for failure to comply with contract requirements. RFS will be revoked if the W-2 contract is terminated.</p> <p>The Department’s records of which agencies have been made subject by the Department to a Corrective Action Plan for substantial non-compliance will be taken to account when determining whether this standard has been met.</p> <p>Agencies must meet Financial Management under the performance standards for the 2004-2005 W-2 and Related Programs Contract means an agency must have submitted timely audits as required by the Contract and must have no significant audit findings as determined by the Department in its Single Agency Audits, or any audits conducted by the Legislative Audit Bureau (LAB) or the Department.</p> <p>Both the amount of dollars involved in an audit finding and the nature of the audit finding will be considered by the Department in determining if the finding is “significant”.</p> <p>An annual listing of agencies that meet this standard will be provided.</p> <p>Agencies will need to maintain an acceptable level of performance on the Entered Employment, Job Retention and Earnings Gain based on UI data. Please see “Use of UI Data” paper at the end of this chart for complete definition of denominator and numerator.</p> <p>Agencies will need to maintain an acceptable level of performance and monitoring. The following reports are some of the reports that will be specifically targeted. This is not an all inclusive list.</p> <div> <div>PS45 Report #1</div> <div>PS45 Report #2</div> <div>PS45 Report #4</div> <div>PS45 Report #5</div> <div>PS45 Report #6</div> <div>PS45 Report #7</div> <div>PS45 Report #10</div> </div>	<p>Must meet Contract Compliance and Financial Management</p> <p>Benchmarks as indicated in Performance Chart as Base Level</p> <p>All Monitoring results must remain satisfactory.</p> <p>UI Entered Employment Benchmark: 48.1% Border County Credit Entered Employment: 16.3%</p> <p>UI Job Retention Benchmark: 30.8% Border County Credit Job Retention: 10.2%</p> <p>UI Earnings Gain Benchmark: 17.5% Border County Credit Earnings Gain: 8.4%</p>

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Performance Standards – Bonus Criteria **

If Performance Bonus funding becomes available for this Contract, the allocation methodology for bonus calculations will be issued.

Indicator	Definition	Benchmark
Entered Employment	<p>Measures Participants who have obtained full-time employment</p> <p>The percentage of the total participants served by the agency for whom an Entered Employment placement meeting the relevant criteria is reported, as follows:</p> <ul style="list-style-type: none"> The Bonus Criteria measures, all full time jobs expected to last 30 days or more, as reported for participants in FSET and W-2 participants in subsidized employment (W-2 T, CSJ, and Trial Jobs) and case management positions. 	<p>Performance Bonus level is 35%.</p> <p><u>Numerator</u> = <u>Total Number of Full-time Entered Employments</u></p> <p><u>Denominator</u> = <u>Total Work Contract Individuals served</u></p>
Job Retention	Measure all FSET and W-2 participants who have earnings recorded on the UI database. Please see “Use of UI Data” paper at the end of this chart for complete definition of denominator and numerator.	<p>Performance Bonus Level: 32%</p> <p>Credit for Border Counties: 11.4%</p>
Earnings Gain	Measure all FSET and W-2 participants who have earnings recorded on the UI database. Please see “Use of UI Data” paper at the end of this chart or complete definition of denominator and numerator.	<p>Performance Bonus Level: 19.3%</p> <p>Credit for Border Counties: 10.2%</p>
Customer Satisfaction Survey	<p>Customer Satisfaction: This refers to the delivery of services by the W-2 agencies with the aim of satisfying its customers.</p> <p>Each agency must achieve an average score on each item as indicated or greater on a 10-point scale on each of the following items:</p> <ol style="list-style-type: none"> Your W-2/FSET worker clearly explained what programs and services were available to you and your family and what you had to do to get services under the W-2/FSET program. Staff returned phone calls within 2 business days. Staff set up meeting times that fit into my work schedule. Overall, considering all these things, you are satisfied with the service you received from the ENTIRE W-2/FSET staff in the past two months. 	<p>The score should be at or greater than:</p> <p>Question 1 – 7.8 Question 2 – 7.4 Question 3 – 7.9 Question 4 – 7.9</p>
Contract Performance	Agencies must meet Contract Compliance. This means an agency has implemented the W-2 and related programs under the 2004-2005 W-2 and Related Programs Contract and is not and has not been made subject by the Department to a Corrective Action Plan for substantial non-compliance as determined by the Department.	<p>Must meet Contract Compliance and Financial Management</p> <p>Benchmark's also include maintaining Base Level for all RFS Performance Standards.</p>

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Indicator	Definition	Benchmark
	<p>The Department's records of which agencies have been made subject by the Department to a Corrective Action Plan for substantial non-compliance will be taken to account when determining whether this standard has been met. RFS may be revoked for failure to comply with contract requirements. Bonus funding, if any is available, will not be issued to a W-2 agency if its contract is terminated.</p> <p>Agencies must meet Financial Management under the performance standards for the 2004-2005 W-2 and Related Programs Contract means an agency must have submitted timely audits as required by the Contract and must have no significant audit findings as determined by the Department in its Single Agency Audits, or any audits conducted by the Legislative Audit Bureau (LAB) or the Department.</p> <p>Both the amount of dollars involved in an audit finding and the nature of the audit finding will be considered by the Department in determining if the finding is "significant".</p> <p>An annual listing of agencies that meet this standard will be provided.</p> <p>Agencies will need to maintain an acceptable level of performance on the Entered Employment, Job Retention and Earnings Gain based on UI data. Please see "Use of UI Data" paper at the end of this chart for complete definition of the denominator and the numerator.</p> <p>Agencies will need to maintain an acceptable level of performance and monitoring. The following reports are some of the reports that will be specifically targeted. This is not an all inclusive list.</p> <p>PS45 Report #1 PS45 Report #6 PS45 Report #2 PS45 Report #7 PS45 Report #4 PS45 Report #10 PS45 Report #5</p>	<p>All Monitoring results must remain Satisfactory.</p> <p>Entered Employment will be measured using UI Data and the Benchmark is indicated on attachment.</p> <p>UI Entered Employment Benchmark: 49.8% Border County Credit Entered Employment: 18%</p> <p>UI Job Retention Benchmark: 32% Border County Credit Job Retention: 11.4%</p> <p>UI Earnings Gain Benchmark: 19.3% Border County Credit Earnings Gain: 10.2%</p>

** NOTE: If there is a performance bonus calculation, sec. 49.143(3g) requires that the bonus calculation must be based on the factors stated in the statute. Act 33, the Biennial Budget for SFY 2003-05, does not include any bonus funding.

Performance Standards – For Information Only

Indicator	Measurement
Barriers Screened	Measure the completion rate of W-2 participants who are required to be offered the barrier screening tool. The denominator would include all W-2 participants that are required to be screened. The numerator would include the number from the denominator of individuals that completed* the barrier screening tool.
Barriers Assessed	Measure the rate in which a participant is referred to or has a formal assessment recorded due to the possible barriers identified from the barrier screening. The denominator would include all W-2 participants who finished the barrier screening tool and had at least one barrier identified. The numerator would include the number from the denominator of individuals that were referred or finished a formal assessment for the identified barrier

* Completed = All cases that finished the Barrier Screening Tool and all those that declined and have the appropriate entries made on the Barrier Screening Tool Webpage.

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USE OF UI DATA

(See Performance Standards Required Criteria, Contract Performance Indicator)

Defining Denominator and Numerator for Entered Employment, Job Retention, Earnings Gain using UI Information. Identifying Border Counties whom receive a special credit towards meeting UI measured benchmarks.

Border Counties:

- | | |
|---------------------|------------------------|
| 1. Buffalo County | 12. LaFayette County |
| 2. Burnett County | 13. Marinette County |
| 3. Crawford County | 14. Pepin County |
| 4. Douglas County | 15. Pierce County |
| 5. Florence County | 16. Polk County |
| 6. Forest County | 17. Rock County |
| 7. Grant County | 18. St. Croix County |
| 8. Green County | 19. Trempealeau County |
| 9. Iron County | 20. Vernon County |
| 10. Kenosha County | 21. Vilas County |
| 11. LaCrosse County | 22. Walworth County |

The denominator for the Entered Employment performance standard is defined by one of the three following events:

1. Individuals who left FSET in a given quarter and didn't re-enroll in FSET or enter W-2 in any of the three following quarters;
2. W-2 participants who moved from a non-CMF/CMU placement to a CMF or CMU placement, then left W-2 and did not return to W-2 or FSET in any of the three following quarters; and
3. W-2 participants who, in a given quarter, moved from a non-CMF/CMU placement to ending their W-2 episode and not returning to W-2 or FSET in the following three quarters.

The numerator for Entered Employment will include:

Of those in the denominator, the number with recorded UI earnings in the first quarter after one of the three denominator events occurred.

The denominator for the Job Retention and Earnings Gain standards will be those individuals in the numerator of the Entered Employment performance standard.

The numerator for Job Retention will include:

Of those in the denominator, the percentage with recorded UI earnings in each of the three quarters, after one of the three EE denominator events occurred.

The numerator for the Earnings Gain will include:

Of those in the denominator, the number with recorded UI earnings in the first and third quarters one of the three EE denominator events occurred, where the amount earned in the third quarter is greater than the amount earned in the first quarter.